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Mayor Narkewicz Announces Technology-Sharing Partnership with the City of Boston to Launch Northampton Smart Phone Application



Using technology to improve how Northampton residents communicate with city government was a goal Mayor David Narkewicz outlined during his campaign and in his inaugural address. Today, the City of Northampton moved closer to achieving that goal after being selected as one of 36 municipalities to participate in a Boston-led effort to deliver municipal services more efficiently and effectively.

Last week Mayor Narkewicz signed a contract with the City of Boston to participate in its Commonwealth Citizens Connect program which, thanks to a grant from the Patrick-Murray Administration, will provide 100% funding and support for the deployment of a Northampton Citizen Connect mobile application that will be available to city residents early next year.

The smart phone application will be based on the City of Boston's award-winning "Citizen Connect" app that allows Boston residents to quickly report service issues, such as potholes or graffiti, to the City. Requests go instantly from the city resident's phone to the city department ensuring a fast response to neighborhood concerns. Through the app, residents can track the status of their request as well as a history of the requests they have made to the City. Residents can receive notification when a service issue has been completed.

City departments, led by M.I.S. Director Vanessa Oquendo, have already been working with City of Boston officials to bring Northampton on board. The launch of Northampton's Citizen Connect, which will be available to smart phone users as a free download, will initially allow residents to report quality of life issues such as potholes, malfunctioning parking meters, and trash and litter with the click of their smart phone. Those requests will automatically go to the DPW, Central Services, or the Health Department for tracking and response.

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